

## **CASE SUPERVISOR II**

### **DISTINGUISHING FEATURES OF THE CLASS:**

This is a professional administrative and supervisory position with responsibility for assisting the Director of Services to ensure the delivery of essential and appropriate services to children and adults through the coordination of a major program area. Major responsibilities in the Child Protective Services unit will include supervising staff, including first line supervisors, overseeing the daily operations of the division, planning related to departmental and interdepartmental programs and quality control of services. Work is performed under the general direction of the Director of Services. Supervision and training are provided to subordinate employees. Travel in the course of a workday may be required and this position may be required to provide evening and weekend coverage.

### **TYPICAL WORK ACTIVITIES:**

1. Supervises staff in the division, including Case Supervisor I's and Case Manager I's and II's; assigns and reviews work and evaluates performances; ensures work adheres to established departmental standards;
2. Investigates and acts on complaints from agency and community regarding children's services and personnel issues in the division;
3. Interprets Federal, State and local policies and programs for departmental implementation and application;
4. Assists the Director of Services in formulating human service case management policies and procedures;
5. Reviews case records for quality control purposes to ensure cases were handled in accordance with policy; meets with supervisory staff and case managers to discuss results of quality control reviews; initiates corrective action when necessary such as additional training for staff, case consultation, procedural changes, etc;
6. Represents the CPS unit in the community; responds to concerns from the public and community agencies; attends and may chair a variety of meetings such as the sex abuse team case meetings, Child Advocacy Center meetings, etc;
7. Provides community outreach and presentations to schools and other agencies such as the Bar Association, hospitals and service agencies regarding the role of CPS workers and the function of the Children's Services unit;
8. Establishes effective working relationships with other County departments such as District Attorney and Mental Hygiene and other organizations such as law enforcement and Family Court in order to deliver comprehensive services;
9. Provides case consultation on an individual and group basis to staff; serves as resource to staff in the management of difficult cases;

## **CASE SUPERVISOR II (Cont'd)**

### **TYPICAL WORK ACTIVITIES (Cont'd)**

10. Acts as Director of Division when Director of Services is unavailable; oversees the daily operation of division; approves and coordinates benefit time usage to ensure unit coverage;
11. Assists in a variety of administrative functions such as budgeting, staff tracking and evaluation and monitoring contracts.

### **FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Thorough knowledge of modern principles and practices of social case management and public welfare administration and the ability to apply these in the performance of duties;  
Thorough knowledge of Federal, State and local public welfare laws and programs as they relate to the delivery of human services;  
Thorough knowledge of employee and client counseling skills;  
Good knowledge of the principles and practices of supervision;  
Ability to plan, direct and supervise the work of a unit;  
Ability to communicate effectively, both orally and in writing;  
Ability to interpret and communicate to others the work of the agency;  
Ability to establish and maintain successful relationships with people;  
Ability to relate to a potentially difficult client population;  
Good powers of observation, perception and analysis;  
Personal characteristics necessary to perform the duties of the position;  
Physical condition commensurate with the demands of the position.

### **MINIMUM QUALIFICATIONS:**

#### **Promotion:**

Two years of permanent competitive class status as a Case Supervisor in the Child Protective Unit of the Department of Social Services.

HU5213

ADOPTED: 01/01/06

